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FAQ

How do I activate and use my RSA SecurID fob?

If you don't have the written instructions provided with your fob, follow the step-by-step instructions for enabling and using your RSA SecurID token in the article Enabling Your SecurID Fob and First-Time Login.

If you have any difficulty using your RSA SecurID token, please contact the NAS Control Room at (800) 331-8737 for assistance.

I can't log in/My password is not working/My account is locked

In general, call the NAS Control Room when you have problems logging in: (800) 331-8737.

More specifically, if you already have an account on a NAS high-performance computing system and you are trying to log in to a new account on another NAS system, your password on the new system is your current "lou" password. If you do not remember this password, a Control Room analyst will provide you with a new default password.

If you are a new user and don't know your default installation password for the NAS systems, please call the Control Room. See also Enabling Your SecurID Fob and First-Time Login.

NOTE: Due to security requirements, in order for the Control Room analysts to provide you with a default password, (a) you must able to provide the correct answer to a security question that you have already submitted to NAS, or (b) the analyst must be able reach you at the phone number listed on your account request form. If your phone number has changed due to office moves or reorganizations, your PI must contact the Control Room stating the reason for the change via phone or FAX. The FAX number is (650) 604-1777. If your PI is unavailable, your branch chief or division chief may do this for you.

When you have been given a default password, you will be prompted to change it once you log into a NAS system. For guidance on choosing a password, please see the article Password Creation Rules.

How often does my password expire?

Passwords expire every 90 days. You will receive an automated email prompting you to change your password several days prior to expiration.

When I change my LDAP password does it propagate to all other systems?

Yes, but only to the systems within the NAS high-end computing enclave. It does *not* propagate to the secure front-end (SFE) systems or to the DMZ file transfer servers.

For more information on the enclave, see Overview of High-Performance Computing Environment.

How do I list all projects for which I am a member?

Use the *groups* command to display a list of groups (GIDs) for which you are a member. The following example shows that user zsmith is a member of the groups a0800, a0907, all, and e0720.

```
%groups zsmith
zsmith : a0800 a0907 all e0720
```

For more information on groups and GID charges, see Multiple GIDs and Charging to a Specific GID.

How do I transfer files to/from NAS supercomputers?

You can do both attended or unattended file transfers on NAS systems. Both require multiple steps. See the article File Transfers Overview for information on how to transfer files to and from Columbia, Pleiades, and other systems within the high-end computing enclave.

How can I tell if my file is on tape or disk?

Use the *dmls* command on lou to determine whether your file is on tape or disk.

```
lou1> dmls -la
```

The possible state of DMF files are as follows:

REG	File not managed by DMF
MIG	Migrating
DUL	Dual-state
OFL	Offline
UNM	Unmigrating
NMG	Nonmigratable file
PAR	Partial-state file
INV	DMF cannot determine the file's state

How do I get my file(s) off tape?

To retrieve your files from tape, use the *dmget* command. For more information about NAS file storage and retrieving files from tape, see Data Migration Facility (DMF) Commands.

I accidentally deleted some files--can I get them back?

Yes, you can recover deleted files if you deleted them in your home directory. Please call the NAS Control Room at (800) 331-8737 or send an email to support@nas.nasa.gov with file name and path, along with the date the file was last modified.

The /nobackup directories are not backed up and cannot be restored. For more information on filesystem management, see the articles Pleiades Lustre Filesystems and Columbia CXFS Filesystems.

How do I check the disk quota on my home directory?

To check your disk quota on Pleiades and Columbia, use the *quota -v* command.

For more information on home filesystems and quota policies, see the following articles:

- Pleiades Home Filesystem
- Columbia Home Filesystems

Why is my code performing poorly?

There are a variety of reasons for poor code performance. The quickest way to determine the problem is to send an email to support@nas.nasa.gov with the following information:

- The location of your source code
- A test data case and expected results
- The job submission script

Your request will be acknowledged and routed to our code optimization specialists for resolution. Get more information on HECC code optmization services.

What are the requirements for creating a password?

Passwords must adhere to the following rules:

- A minimum of 8 characters
- Must meet 3 of the 4 categories of character types:
    - uppercase letters
    - lowercase letters
    - numbers
    - special characters (e.g., $! @ #)
- Cannot contain any part of your name or Agency User ID (AUID)
- Must be different from your previous 24 passwords

For more guidance, see the article on Password Creation Rules.

How do I find out many hours I have used and/or have left?

To obtain resource usage and charging information about your account, the accounts of other users on your project, and the project as a whole, use the job accounting utility *acct_ytd*.

To show hours remaining for all your projects use the command:
    acct_ytd -c all

To show hours remaining for a specific project use the command:
    acct_ytd project_id

For more information about *acct_ytd* please see the article Job Accounting Utilities and its referenced man pages.

How do I get more hours added to my account?

Only principle investigators can request that additional hours be added to your account. Please contact your PI to make this request. Information for PIs is available in the article Requesting Computing Time.

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How do I request longer wall-time, higher priority, or larger disk quota?

You can make a special request for various job-related changes, such as longer wall-time, higher job priority, or larger disk quotas.

For longer wall-time, call the NAS Control Room at 800-331-8737.

To request higher priority/placement in the job queue, call the NAS Control Room at (800) 331-8737 for immediate assistance.

For a larger disk quota, please send an email to support@nas.nasa.gov with a justification for the quota increase.

How do I use the Modules utility?

For information on how to use the Modules utility, see the article: Modules